

Notice of References Cited	Applicant/Patent Leammon	Application/Control No. 09/504,330
	Examiner Cuong H. Nguyen	Art Unit 3625

U.S. PATENT DOCUMENTS

	Document Number Country Code-Number-Kind Code	Date MM-YYYY ¹	Name	Classification ²
A				
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FOREIGN PATENT DOCUMENTS

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N					
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Q					
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T					

NON-PATENT DOCUMENTS

	Include, as applicable: Author, Title, Date, Publisher, Edition or Volume, Pertinent Pages
U	Maggie Klenke, ACDs get skills-based routing, Business communications review, pp. 48-51, 7/1995
V	
W	
X	

¹ A copy of this reference is not being furnished with this Office action. See MPEP § 707.05(a).

¹ Dates in MM-YYYY format are publication dates.

² Classifications may be U.S. or foreign.